

## I. Potential References of Interest

### A. Dialog

**Dialog eLink:** Order File History

18/5/4 (Item 4 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013138110 *Drawing available*

WPI Acc no: 2003-220382/200321

XRPX Acc No: N2003-175800

**Automated customer survey method used in business, involves transmitting and analyzing completed customer survey and their identification to customer database, through web server**

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Inventor: MULLER D P

Patent Family ( 1 patents, 1 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020184041	A1	20021205	US 2001870758	A	20010531	200321	B

Priority Applications (no., kind, date): US 2001870758 A 20010531

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20020184041	A1	EN	7	2	

#### **Alerting Abstract US A1**

NOVELTY - A customer database stores the list of customers to be surveyed, along with the corresponding e-mail addresses obtained from a service file. The e-mail which includes customer identification and database link information, is transmitted to each customer, through a web server which contains survey form. The completed customer survey and their identification are transmitted to database and analyzed.

DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

1. automated customer survey program; and
2. automated customer survey system.

USE - For surveying customer automatically using Internet software tool in business.

ADVANTAGE - A confidential **survey** can be performed **automatically** and **when** the **survey** has **been** completed and saved **in** the customer database, the customer may not re-enter the web site page, thus preventing duplicate entries of the survey.

DESCRIPTION OF DRAWINGS - The figure shows the flow process of the tool for constructing the survey.

**Title Terms /Index Terms/Additional Words:** AUTOMATIC; CUSTOMER; SURVEYING; METHOD; BUSINESS; TRANSMIT; COMPLETE; IDENTIFY; DATABASE; THROUGH; WEB; SERVE

#### **Class Codes**

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version

					Date
G06Q-0030/00	A	I		R	20060101
G06Q-0030/00	C	I		R	20060101

**ECLA:** G06Q-030/00A

**US Classification, Current Main:** 705-001000

**US Classification, Issued:** 7051

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05B4P; T01-N01A2C; T01-N01C; T01-S03

**Dialog eLink:** [Order File History](#)

18/5/24 (Item 24 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0010013137 *Drawing available*

WPI Acc no: 2000-317256/200027

XRPX Acc No: N2000-238161

**Facilitating method for facilitating the redemption of electronic gift certificates**

Patent Assignee: AMAZON.COM (AMAZ-N); AMAZON.COM INC (AMAZ-N)

Inventor: VAN DUSEN K L

Patent Family ( 4 patents, 86 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2000016227	A1	20000323	WO 1999US20695	A	19990909	200027	B
AU 199962449	A	20000403	AU 199962449	A	19990909	200034	E
US 6175823	B1	20010116	US 1998153632	A	19980915	200106	E
US 6594644	B1	20030715	US 1998153632	A	19980915	200348	E
			US 2000649211	A	20000828		

Priority Applications (no., kind, date): US 1998153632 A 19980915; US 2000649211 A 20000828

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 2000016227	A1	EN	22	6		
National Designated States,Original	AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW					
AU 199962449	A	EN			Based on OPI patent	WO 2000016227
US 6594644	B1	EN			Continuation of application	US 1998153632

**Alerting Abstract WO A1**

NOVELTY - An e-mail document is generated and transmitted to a recipient in response to the electronic submission of a gift certificate order **form**. The **e-mail** document includes a **hyperlink** which is selectable by the recipient to automatically redeem the gift certificate. The information which identifies the recipient and the monetary amount is obtained by the selection of the hyperlink.

DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- A. a network site which provides functionality for purchasing and redeeming electronic gift certificates over a computer network;
- B. and a method for redeeming an electronic gift certificate issued by an on-line merchant.

USE - For facilitating the redemption of electronic gift certificates. Used in electronic commerce.

ADVANTAGE - Improves efficiency and reliability of the redemption process. Eliminates the need for the recipient to manually enter the claim code, thus the redemption process is simpler and more efficient for the gift certificate recipient. Eliminates the risk that a user will submit an erroneous claim code. Eliminates the necessity for the recipient to retain the gift certificate code until the time of purchase. Reduces the likelihood that the claim code will be lost before the user makes a purchase. Eliminates the need for the user to remember to enter a claim code or take any other special action during the checkout process.

DESCRIPTION OF DRAWINGS - The figure shows the flowchart of the automated redemption process for electronic gift certificate.

**Title Terms /Index Terms/Additional Words:** FACILITATE; METHOD; ELECTRONIC; GIFT; CERTIFY

**Class Codes**

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version Date
G06Q-0030/00	A	I		R	20060101
G06Q-0030/00	C	I		R	20060101

**ECLA:** G06Q-030/00A

**US Classification, Current Main:** 705-039000; Secondary: 705-014000, 705-026000, 705-077000

**US Classification, Issued:** 70526, 70514, 70539, 70514, 70526, 70577

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-H07C1; T01-J05A; T01-J11C1

**Dialog eLink:****USPTO Full Text Retrieval Options**

12/5/10 (Item 1 from file: 2)

DIALOG(R)File 2: INSPEC

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08222008

**Title:** Web assistance technologies

**Author(s):** Francis, J.C.; Reitmann, M.  
**Journal:** ComTec , vol.80 , no.2 , pp.21-6  
**Publisher:** Swisscom AG  
**Country of Publication:** Switzerland  
**Publication Date:** 2002  
**ISSN:** 1420-3715  
**SICI:** 1420-3715(2002)80:2L:21:AT;1-5  
**CODEN:** COMTF6  
**Language:** English  
**Document Type:** Journal Paper (JP)  
**Treatment:** Application (A)

**Abstract:** With the growth of computer ownership and the Internet, more and more people turn to the Web for information, support and shopping. This provides an opportunity for Swisscom to offer customer support using Web Assistance Technologies. Web assistance **software** can solve **customer problems** in real-time, either supporting the customer service agent or interacting with the customer directly over the Web. Systems can respond **automatically** to simple customer text **queries** and emails, and can filter and route other emails to appropriate customer support agents ( 5 refs.)

**Subfile(s):** B (Electrical & Electronic Engineering); C (Computing & Control Engineering)

**Descriptors:** information resources; Internet

**Identifiers:** Internet; shopping; Web assistance technologies; Web assistance **software**; **customer problems** solution; **customer service** agent; **customer** text queries; e-mail; customer support agents

**Classification Codes:** B6210L (Computer communications); C7210N (Information networks); C5620W (Other computer networks)

**INSPEC Update Issue:** 2002-013

**Copyright:** 2002, IEE

11/3,K/3 (Item 2 from file: 15)  
DIALOG(R)File 15:  
ABI/Inform(R)  
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01869616 05-20608

**Insurers use call centers, Internet for input**

D Allegro, Joseph

National Underwriter (Life/Health/Financial Services) v103n31 pp:

18, 24

Aug 2, 1999

**ISSN:**

0893-8202 **Journal Code:** NUD

**Word Count:**

950

**Text:**

...and comments, said Damian Salvi, divisional vice president. He added that the insurer currently surveys new and existing clients through traditional mail but will eventually **send** out at least some surveys via **e-mail**.

Aetna Retirement **Services surveys customers annually** to gauge their **satisfaction** and also periodically issues specialized surveys to measure opinions about new products, said spokesman Tom Lindsay. Surveys are mostly done over the telephone, but on...

11/3,K/4 (Item 3 from file: 15)  
DIALOG(R)File 15:  
ABI/Inform(R)  
(c) 2009 ProQuest Info&Learning. All rights reserved.

01074649 97-24043

**LIMRA's assessment solutions group will help you take stock**

Brown, Steven H

LIMRA's MarketFacts  
v14n4 pp: 14-16

Jul/Aug 1995  
**ISSN:** 0889-0986 **Journal**  
**Code:** MKF  
**Word Count:** 1119

**Text:**

...and French (Canada only). In the United States, it is also offered in Spanish.

Enhancements ASG is always looking for ways to improve Career Profile **service** and utility. We **periodically send satisfaction surveys to customers**, and we respond to suggestions when feasible by providing the requested improvements. Recent enhancements include a free agency fax service for returning Career Profile results...

11/3,K/5 (Item 4 from file: 15)  
DIALOG(R)File 15:  
ABI/Inform(R)  
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00899639 95-49031

**Continuous quality improvement in the Boeing Technical Libraries**

Campbell, Corinne A

American Society for Information Science. Bulletin  
v20n4 pp:  
10-12  
Apr/May 1994  
**ISSN:**  
0095-4403 **Journal Code:** BAS  
**Word Count:**  
1621  
**Text:**

...those process flows to see where improvements can be made by eliminating unnecessary delays and non-value-added steps.

We are soliciting feedback by surveying **customer satisfaction** with our **products**. One-page **surveys** are **sent quarterly** to a random sample of 100 customers of one or more of our offered services. Each of the services--research services, reference and circulation services...

11/3,K/10 (Item 1 from file: 148)  
DIALOG(R)File 148: Gale  
Group Trade & Industry DB  
(c) 2009 Gale/Cengage. All rights reserved.

12755335      **Supplier Number:**  
66578103 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Instant Information Key For DTE. (Dynamic Telecom Engineering LLC) (Brief Article)**

Professional Builder  
(1993) , 65 , 12 , 98  
Oct , 2000

**Document Type:** Brief Article  
ISSN: 1072-0561

**Language:** English  
**Record Type:** Fulltext  
**Word Count:**

528      **Line Count:** 00045

...the Internet (via his lightning-quick, fiber-optic cable line) and clicks the button to add this feature. It instantly is added to his phone **service**.

**Customer-satisfaction** rates are maintained by a **monthly** 10-question **survey sent** to users. "We receive a pretty high response rate on the surveys," Katko reports. "Our customers are pretty satisfied with what we're doing, and..."

27/3,K/3 (Item 1 from file: 148)  
DIALOG(R)File 148: Gale  
Group Trade & Industry DB  
(c) 2009 Gale/Cengage. All rights reserved.

12227555      **Supplier Number:**  
62452184 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**LI Softwate Awards honor achievement.**

LI Business News , 47 , 18 , 10C

May 5 , 2000  
ISSN: 0894-4806  
**Language:**

English

**Record Type:** Fulltext

**Word Count:**

3354      **Line Count:** 00314

...software solutions for building real-time interaction and community on Web sites, extranets and intranets. The company was recognized for its eShare NetAgent Re:Sponse **software**, which solves **e-mail customer service problems** by **automatically** routing inbound **customer e-mail inquiries** to the right place quickly and efficiently.

Finalists:

AIL Technologies designs and manufactures high technology software/hardware military receiver and countermeasure systems, chemical and radiation...it takes to create multi-tier client/server and Internet applications. The templates can be used to create VB, HTML and SQL code, and data **links** for Active Server **Pages**.

Finalists:

IAS developed ObjectTalk, a program that consists of class libraries that contain reusable and extendable components for the Microsoft Visual FoxPro developer environment. By...

43/3,K/2 (Item 1 from file: 613)

DIALOG(R)File 613: PR Newswire

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00210755 19991108NEM055 (USE FORMAT 7 FOR FULLTEXT)

**Framework Technologies Announces ActiveProject v2000/E, Industry's First Enterprise-Scalable Project Communication Software**

PR Newswire

Monday , November 8, 1999 11:44 EST

**Journal Code:** PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE

**Word Count:** 816

**Text:**

...create and manage archives of information contained on ActiveProject extranets.

Improved Email Notification. When a change is made to the project web site, or an **issue** comes up, ActiveProject will **automatically** generate an **email** to the appropriate team **members**. This **email** will contain an embedded **link** that will take them directly to the Web **page** or information that needs their attention, and will automatically launch any applications needed to view the information.

Easy Integration with Project-Critical Applications. Framework Technologies...

44/3,K/32 (Item 1 from file: 713)

DIALOG(R)File 713:

Atlanta J/Const.

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09159171

**PERSONAL TECHNOLOGY NETWATCH THE**

**AJC'S DAILY ONLINE GUIDE NETSCAPE UPDATING ITS WEB BROWSER**

Atlanta Journal-CONSTITUTION (  
AJ-CONSTITUTION ) - Sunday, June 8, 1997

**By:**

Art Kramer STAFF WRITER

**Section:**

BUSINESS **Page:** R/(CONSTITUTION): 04

**Word Count:**

903

-

...and it automatically expands to display the entire title of the message, even on a laptop screen. Messenger has built-in spell-checking and lets **users** attach document and graphic files to e-mail messages more easily than in older Netscape **software**. A Web page address included in an **e-mail** message **automatically** becomes a clickable **link**. **Click**, and the browser launches and opens that **page**.

The browser has new conveniences, too. Bookmarks, the saved locations of favorite Web pages, are much easier to create and manage. As they are created...

## B. Additional Resources Searched

LexisNexis: See attached files. Keyword are highlighted in red.



## II. Inventor Search Results from Dialog

**Dialog eLink:** [Order File History](#)

9/5/1 (Item 1 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0015332969 *Drawing available*

WPI Acc no: 2005-683221/200570

Related WPI Acc No: 2003-745942

XRPX Acc No: N2005-560446

**Customer satisfaction system for business, has analysis module analyzing response from customers to identify customer problems, and determining identified customer problems that sent to problem solver for resolution**

Patent Assignee: XEROX CORP (XERO)

Inventor: BERGMAN B V; VACCARELLI V P

Patent Family ( 1 patents, 1 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050216363	A1	20050929	US 200283263	A	20020225	200570	B
			US 200534128	A	20050112		

Priority Applications (no., kind, date): US 200283263 A 20020225; US 200534128 A 20050112

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20050216363	A1	EN	16	11	Continuation of application	US 200283263

### **Alerting Abstract US A1**

NOVELTY - The system has a **query** module (10) that **automatically sends queries** to **customers** for **problems** with **goods** or **services** provided by a provider. The query module receives response via a communications network from the customers to the queries. An analysis module (20) analyzes response from customers to identify customer problems, and determines the identified customer problems that are sent to a problem solver (50) for resolution.

DESCRIPTION - An INDEPENDENT CLAIM is also included for a method for allowing a provider of goods or **services** to sense and respond to **problems** from a **customer** of a provider over a communications network.

USE - Used for a business.

ADVANTAGE - The analysis module determines the identified customer problems that are sent to the problem solver, thus increasing customer confidence in the provider, loyalty to the provider, and improving profits for the provider so as to achieve total customer satisfaction.

DESCRIPTION OF DRAWINGS - The drawing shows a block diagram of a customer satisfaction system.

10 Query module

20 Analysis module

32 Report generating module

34 Storage

50 Problem solver

**Title Terms** /Index Terms/Additional Words: CUSTOMER; SYSTEM; BUSINESS; ANALYSE; MODULE; RESPOND; IDENTIFY; PROBLEM; DETERMINE; SEND; SOLVING; RESOLUTION

### **Class Codes**

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version

					Date
G06Q-0030/00	A	I		R	20060101
G06Q-0030/00	C	I		R	20060101

**ECLA:** G06Q-030/00A

**US Classification, Current Main:** 705-026000

**US Classification, Issued:** 70526

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-N01A2C

**Dialog eLink:** [Order File History](#)

9/5/4 (Item 4 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013649920 *Drawing available*

WPI Acc no: 2003-745942/200370

Related WPI Acc No: 2005-683221

XRPX Acc No: N2003-597625

**Customer satisfaction ensuring system transmits solutions corresponding to customer problem and sends query for requesting verification whether indicated problem is solved**

Patent Assignee: XEROX CORP (XERO)

Inventor: BERGMAN B V; VACCARELLI V P; VON B B; VON BERGMAN B

Patent Family ( 3 patents, 33 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20030163380	A1	20030828	US 200283263	A	20020225	200370	B
EP 1341116	A2	20030903	EP 2003251088	A	20030224	200370	E
JP 2003256726	A	20030912	JP 200337673	A	20030217	200370	E

Priority Applications (no., kind, date): US 200283263 A 20020225

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20030163380	A1	EN	16	11	
EP 1341116	A2	EN			
Regional Designated States,Original	AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LI LT LU LV MC MK NL PT RO SE SI SK TR				
JP 2003256726	A	JA	8		

**Alerting Abstract US A1**

NOVELTY - An analysis module (20) analyzes the responses indicating the problems corresponding to provided **goods** or **services**, from the **customer**. A **problem** solver (50) generates the solutions to the customer problems which is transmitted to the customer and a query is sent to the customer by the query module (10) for requesting verification whether the indicated

problem is solved.

DESCRIPTION - An INDEPENDENT CLAIM is also included for customer satisfaction ensuring method.

USE - Customer satisfaction ensuring system.

ADVANTAGE - Enables to ensure customer satisfaction efficiently, by identifying customer problems, solving customer problems and verifying whether problem is solved, reliably.

DESCRIPTION OF DRAWINGS - The figure shows the block diagram of the customer satisfaction system.

10 query module

20 analysis module

40 customer

50 problem solver

100 customer satisfaction system

**Title Terms** /Index Terms/Additional Words: CUSTOMER; ENSURE; SYSTEM; TRANSMIT; SOLUTION ; CORRESPOND; PROBLEM; SEND; QUERY; REQUEST; VERIFICATION; INDICATE; SOLVING

#### Class Codes

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"
G06Q-0030/00	A	I		R	20060101
G06Q-0030/00	C	I		R	20060101

**ECLA:** G06Q-030/00A

**US Classification, Current Main:** 705-026000

**US Classification, Issued:** 70526

Japan National Classification FI Terms			
FI Term	Facet	Rank	Type
G06F-017/60 330			

Japan National Classification F Terms		
Theme	ViewPoint + Figure	Additional Code
5B049		

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-N01A2A; T01-N02B2

**Dialog eLink:** [Order File History](#)

9/5/5 (Item 1 from file: 347)

DIALOG(R)File 347: JAPIO

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07762817 \*\*Image available\*\*

**CUSTOMER SATISFACTION SYSTEM AND METHOD**

**Pub. No.:** 2003-256726 [JP 2003256726 A ]  
**Published:** September 12, 2003 (20030912)  
**Inventor:** VACCARELLI VINCENT P  
VON BERGMAN BARBARA  
**Applicant:** XEROX CORP  
**Application No.:** 2003-037673 [JP 200337673]  
**Filed:** February 17, 2003 (20030217)  
**Priority:** 02 083263 [US 200283263], US (United States of America), February 25, 2002 (20020225)  
**International Class:** G06F-017/60

## ABSTRACT

**PROBLEM TO BE SOLVED:** To provide a customer satisfaction system and method for integrating the satisfaction of customer and solution of problem.

**SOLUTION:** This customer satisfaction system includes a **query** module for **automatically sending queries** to customers as to **problems** with **goods** or **services** provided by a provider according to a predetermined schedule and receiving responses from the customers to the queries, an analysis module for analyzing the responses from the customers and sending the responses indicating a problem to a problem solver for resolution, and at least one problem solver for responding to customer problems, generating solutions to the customer problems and transmitting solutions to the customers. The query module sends a query to the customer requesting verification that the problem has been solved, upon transmission of a solution to a customer problem to a customer.

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**Dialog eLink:** [Order File History](#)  
9/3K/2 (Item 2 from file: 348)  
DIALOG(R)File 348: EUROPEAN PATENTS  
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01626878

### Customer satisfaction system and method

System und Verfahren zum Zufriedenstellen von Kunden  
Systeme et procede destine a la satisfaction du consommateur

### Patent Assignee:

- **Xerox Corporation;** (219004)  
Patent Department, Xerox Square - 20 A, 100 Clinton Avenue South; Rochester, New York 14644; (US)  
(Applicant designated States: all)

### Inventor:

- **Vaccarelli, Vincent P.**  
1648 Valecroft Avenue; Westlake Village, CA 91361; (US)
- **Von Bergman, Barbara**  
3908 Via Nivel; Palos Verdes Estates, CA 90274; (US)

**Legal Representative:**

- **Skone James, Robert Edmund (50281)**  
GILL JENNINGS & EVERY Broadgate House 7 Eldon Street; London EC2M 7LH; (GB)

	Country	Number	Kind	Date	
Patent	EP	1341116	A2	20030903	(Basic)
	EP	1341116	A3	20040512	
Application	EP	2003251088		20030224	
Priorities	US	83263		20020225	

**Designated States:**

DE; FR; GB;

**Extended Designated States:**

AL; LT; LV; MK; RO;

**International Patent Class (V7):** G06F-017/60; G06F-009/44

Abstract ...A2

Abstract Word Count: 118

NOTE: 1

NOTE: Figure number on first page: 1

Legal Status Type	Pub. Date	Kind	Text
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Language Publication: English

Procedural: English

Application: English

Fulltext Availability	Available Text	Language	Update	Word Count
CLAIMS A		(English)	200336	357
SPEC A		(English)	200336	2682
Total Word Count (Document A) 3039				
Total Word Count (Document B) 0				
Total Word Count (All Documents) 3039				

**Specification:** ...difference between the customer's expectation and the provider's or the product's performance. Total customer satisfaction can be achieved by the elimination of **customer problems**. A method for ensuring **customer** satisfaction, includes automatically **sending**, according to a predetermined **schedule**, a **query** to a **customer** as to **problems** with goods or services provided by a provider to the customer, receiving a response from a customer to the query, analyzing the response received from... ...query to the customer requesting verification that the problem has been solved by the solution.

A customer satisfaction system, according to the invention, includes a **query** module for **automatically sending queries** to **customers** as to **problems** with goods or services provided by a provider according to a predetermined schedule and for receiving responses from customers to the queries; an analysis module...

**Claims: ...A2**

1. A customer satisfaction system, comprising:

a **query** module (10) for **automatically sending queries** to **customers** (40) as to **problems** with goods or services provided by a provider according to a predetermined schedule and for receiving responses from customers to the queries;

an analysis module ... ..responses via e-mail.

6. The system of any of the preceding claims, wherein the analysis module (20) includes a pattern recognition system for analyzing **customer problems**.

7. A method for ensuring **customer** satisfaction, comprising:

automatically **sending**, according to a predetermined **schedule**, a **query** to a **customer** as to **problems** with goods or services provided by a provider to the customer;

receiving a response from a customer to the query;

analyzing the response received from...

### III. Text Search Results from Dialog

#### A. Patent Files, Abstract

File 350:Derwent WPIX 1963-2009/UD=200947

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File 347:JAPIO Dec 1976-2009/Mar(Updated 090708)

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Set	Items	Description
S1	5680	(SCHEDUL??? OR RECURRING OR REPETITIVE OR REPEATING OR INTERVALS OR PERIODIC? OR AUTOMATICALLY OR DAILY OR WEEKLY OR MONTHLY OR QUARTERLY OR ANNUALLY) (5N) ((WEB())BASED OR ELECTRONIC OR E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS) () (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG??? OR QUERY OR QUERIES OR SURVEY OR SURVEYS OR INQUIRY OR INQUIRIES OR QUESTIONNAIRE OR QUESTIONNAIRES)
S2	1826	S1 (10N) (TRANSMIT?? OR TRANSMITTING OR TRANSMISSION OR TRANSMISSIONS OR DISPATCH??? OR SEND??? OR SENT OR GO()OUT)
S3	27373	(BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR CONSUMER OR CONSUMERS OR PATRON OR PATRONS OR CUSTOMER OR CUSTOMERS OR SHOPPER OR SHOPPERS OR USER OR USERS OR MEMBER OR MEMBERS) (5N) (PROBLEM OR PROBLEMS OR TROUBLE OR TROUBLES OR BUG OR BUGS OR BUGGY OR FAILURE OR FAILURES OR FAULTY OR COMPLICATION OR COMPLICATIONS OR DIFFICULTY OR DIFFICULTIES OR MALFUNCTION OR MALFUNCTIONS OR ISSUE OR ISSUES OR BROKE OR BROKEN)
S4	1666	S3 (5N) (PRODUCT OR PRODUCTS OR ITEM OR ITEMS OR SERVICE OR SERVICES OR WARES OR GOODS OR SOFTWARE)
S5	1335	(LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR HYPERTEXT OR (HYPER OR HOT) () (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (5N) ((WEB())BASED OR ELECTRONIC OR E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS) () (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG???)
S6	37114	(LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR HYPERTEXT OR (HYPER OR HOT) () (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (10N) (FORM? ? OR TICKET? ? OR RECORD? ? OR PAGE? ? OR WEBFORM OR REQUEST? ? OR SITE OR WEBSITE? ? OR WEBPAGE? ?)
S7	43	AU=(VACCARELLI, V? OR VACCARELLI V? OR VACCARELLI (1N) (V OR VINCENT) OR BERGMAN, B? OR BERGMAN B? OR BERGMAN (1N) (B OR BARBARA))
S8	794720	IC=G06Q OR G06F OR G07F
S9	5	S2 AND S4
S10	62	S1 AND S3
S11	34	S10 NOT AY>2002
S12	0	S11 AND S5
S13	1	S11 AND S6
S14	124	S1 AND S5
S15	51	S14 AND S6
S16	30	S15 NOT AY>2002
S17	1753483	IC=(G06Q OR G06F OR G07F)
S18	28	S16 AND S17

S19 3 S7 AND S1  
S20 0 S19 NOT (S9 OR S13 OR S18)

**Dialog eLink:** Order File History

9/5/2 (Item 2 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013961732 *Drawing available*

WPI Acc no: 2004-142412/200414

XRFX Acc No: N2004-113651

**Software-project issue management system in company, automatically transmits e-mail to team member such that issues and resolutions are stored in database, and consolidated at enterprise level across organization**

Patent Assignee: CHOPRA R (CHOP-I)

Inventor: CHOPRA R

Patent Family ( 1 patents, 1 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20040015556	A1	20040122	US 2002379288	P	20020510	200414	B
			US 2003434404	A	20030508		

Priority Applications (no., kind, date): US 2002379288 P 20020510; US 2003434404 A 20030508

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20040015556	A1	EN	73	57	Related to Provisional	US 2002379288

**Alerting Abstract US A1**

NOVELTY - An update unit updates a database storing software issues pertaining to a project, in response to an e-mail sent by a issue team member. The e-mail transmitter **automatically transmits** another e-mail to the team member, such that issues and their resolutions are stored in the database, and are consolidated at enterprise level across the organization.

DESCRIPTION - An INDEPENDENT CLAIM is also included for software-project issue management method.

USE - For managing software issues e.g. projects, purchase order related to store, items, resolution reports, approval, libraries, actions and inboxes in organizations such as company or corporation, division of company, department, subsidiary.

ADVANTAGE - Enables capturing, filing, and resolving all the **issues**, thereby allowing a **user** to monitor and control the **software** -based process, to improve team communication and efficiency.

DESCRIPTION OF DRAWINGS - The figure shows a flowchart explaining the database updating process.

**Title Terms** /Index Terms/Additional Words: SOFTWARE; PROJECT; ISSUE; MANAGEMENT; SYSTEM ; COMPANY; AUTOMATIC; TRANSMIT; MAIL; TEAM; MEMBER; RESOLUTION; STORAGE; DATABASE; CONSOLIDATE; LEVEL; ORGANISE

**Class Codes**

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version Date
G06Q-0010/00	A	I		R	20060101
G06Q-0010/00	C	I		R	20060101

**ECLA:** G06Q-010/00F



**US Classification, Current** Main: 709-206000; Secondary: 707-200000  
**US Classification, Issued:** 709206, 707200  
File Segment: EPI;  
DWPI Class: T01  
Manual Codes (EPI/S-X): T01-J05A2B; T01-J20B; T01-N01A2E; T01-N01C

**Dialog eLink:** [Order File History](#)

13/5/1 (Item 1 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012505366 *Drawing available*

WPI Acc no: 2002-453260/200248

XRPX Acc No: N2002-357386

**Centralized test information management system has web base engine and database interface that retrieves test suites matching queries from database, and then presents test suites**

Patent Assignee: CISCO TECHNOLOGY INC (CISC-N)

Inventor: CAUGHRAN D E; CAUGHRAN M J; WEBER S C

Patent Family ( 1 patents, 1 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 6381604	B1	20020430	US 1999364710	A	19990730	200248	B

Priority Applications (no., kind, date): US 1999364710 A 19990730

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 6381604	B1	EN	23	15	

#### Alerting Abstract US B1

NOVELTY - A tester's interface (44) presents a navigable collection of web browser viewable templates for test plans, tests and test results which are associated into test suites which are **automatically** formatted. Remote users enter **queries** through a query interface (46) to a web base engine and database interface (40) that retrieves and presents test suites matching the queries from a database (42).

DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- A. a method of providing a tracking function for an ongoing test program;
- B. a method of supplying product information to customers and customer account representatives;
- C. a computer-readable medium;
- D. and a system for supplying product information to customers and customer account representatives.

USE - For managing product testing programs and product testing program information.

ADVANTAGE - Allows integration of test planning, test execution and results tracking. Can provide guidance to inexperienced testers. Allows testers to view, emulate or copy other tester's plans and tests from other projects that may be applicable to new project, thereby encouraging reuse and consistency. Enables developers to use system to reproduce test failure without lengthy help from engineer who conducted test. Allows managers and other results trackers to construct up-to-date, big picture of project and delve into specifics of single test by navigating easily comprehensible web hyperlinks. Allows employees working with customers to identify similar product configurations, how products were tested, what **problems**

were found and how the **problems** were fixed.

DESCRIPTION OF DRAWINGS - The figure shows an overall logic configuration for the centralized test information management system.

40 Web base engine and database interface

42 Database

44 Tester's interface

46 Query interface

**Title Terms** /Index Terms/Additional Words: CENTRE; TEST; INFORMATION; MANAGEMENT; SYSTEM; WEB; BASE; ENGINE; DATABASE; INTERFACE; RETRIEVAL; MATCH; QUERY; PRESENT

#### Class Codes

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version Date
G06Q-0010/00	A	I		R	20060101
G06Q-0010/00	C	I		R	20060101

**ECLA:** G06Q-010/00C, G06Q-010/00F

**US Classification, Current** Main: 707-010000; Secondary: 714-031000

**US Classification, Issued:** 70710, 71431

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J08F; T01-N02B2; T01-N03A1; T01-S03

**Dialog eLink:** [Order File History](#)

18/5/2 (Item 2 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013653991 *Drawing available*

WPI Acc no: 2003-750150/200371

XRPX Acc No: N2003-601325

**Electronic business card accessing method involves guiding user to electronic business card service using signature hyperlink comprised in e-mail from business card owner**

Patent Assignee: HEWLETT-PACKARD CO (HEWP); HEWLETT-PACKARD DEV CO LP (HEWP)

Inventor: CHRISTOPHER; DOUVIKAS J G; JAMES; MCKAY C W T; SHEEHY T R; TERRY

Patent Family ( 2 patents, 2 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2001306472	A	20011102	JP 200134829	A	20010213	200371	B
US 7017109	B1	20060321	US 2000507631	A	20000218	200621	E

Priority Applications (no., kind, date): US 2000507631 A 20000218

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 2001306472	A	JA	21	1	

**Alerting Abstract JP A**

NOVELTY - An authenticated user registers into an electronic business card system by inputting one's own address and

telephone number for expressing his own card, which are viewed by another user through internet. The e-mail from card owner comprises a signature **hyperlink** which guides an **e-mail** receiver to electronic business card service.

USE - For providing electronic business card service.

ADVANTAGE - The business card owner can be searched easily by using signature hyperlink.

DESCRIPTION OF DRAWINGS - The figure shows the flowchart explaining the electronic business card accessing method. (Drawing includes non-English language text).

**Title Terms** /Index Terms/Additional Words: ELECTRONIC; BUSINESS; CARD; ACCESS; METHOD; GUIDE; USER; SERVICE; SIGNATURE; COMPRISE; MAIL; OWNER

#### Class Codes

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version Date
G06F-0012/00	A	I	L	R	20060101
G06F-0013/00	A	I	L	R	20060101
G06F-0017/30	A	I	F	R	20060101
G06F-0012/00	C	I	L	R	20060101
G06F-0013/00	C	I	L	R	20060101
G06F-0017/30	C	I	F	R	20060101

**US Classification, Issued:** 715501.1, 7057 File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J11C1; T01-N01C

**Dialog eLink:** [Order File History](#)

18/5/6 (Item 6 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013010003 *Drawing available*

WPI Acc no: 2003-088261/200308

**Lottery e-mail system**

Patent Assignee: KIM H S (KIMH-I)

Inventor: KIM H S

Patent Family ( 1 patents, 1 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
KR 2002061440	A	20020724	KR 20012753	A	20010117	200308	B

Priority Applications (no., kind, date): KR 20012753 A 20010117

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
KR 2002061440	A	KO	1	10	

**Alerting Abstract KR A**

NOVELTY - A lottery E-mail system is provided to supply an individual advertisement through the Internet by making an E-mail receiver watch an advertisement registered by an advertiser in advance during a lottery drawing process.

DESCRIPTION - A user who wishes to transmit a lottery ticket E-mail connects to the Internet through a computer and an Internet connection unit(s1), connects to a lottery ticket E-mail site(s2), and performs a log-in process by inputting one's ID and password(s3). The user selects a wanted **E-mail form** by **clicking** a button in an **E-mail form** selection **page**(s4). An E-mail preparation page is opened, and the user prepares an E-mail including a sender E-mail address, a receiver E-mail address, a reference, and contents(s5). The user **clicks** a lottery **ticket E-mail** transmission button(s6). A lottery **ticket E-mail** company computer embodies a lottery date, a lottery site address, and a lottery number on the **E-mail automatically**(s7). The **E-mail** is transmitted to the E-mail address of a receiver(s8). Information including sender E-mail address, an advertising file, a receiver E-mail address, a lottery date, a lottery site address, and a lottery number of the E-mail is constructed in a database(s9).

**Title Terms** /Index Terms/Additional Words: LOTS; MAIL; SYSTEM

**Class Codes**

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A

**Dialog eLink:** [Order File History](#)

18/5/25 (Item 25 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0009843730 *Drawing available*

WPI Acc no: 2000-136542/200012

XRPX Acc No: N2000-102115

**Assisting method for electronic calendar user in computerized group scheduling system**

Patent Assignee: STARFISH SOFTWARE INC (STAR-N)

Inventor: KAHN P R; TEH J T; ZHANG Q

Patent Family ( 1 patents, 1 countries )							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 6016478	A	20000118	US 1996693677	A	19960813	200012	B

Priority Applications (no., kind, date): US 1996693677 A 19960813

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 6016478	A	EN	71	13	

**Alerting Abstract US A**

NOVELTY - A calendar is automatically updated based on a response contained in a scheduling replay when a user receives the scheduling reply suitable for automatic processing by the computerized group scheduling system (900) of a user. The

scheduling reply, which includes the response indicating whether participants can participate in an event, is generated when each participant receives scheduling invitation.

DESCRIPTION - The scheduling reply is generated by decoding the message with highest level of information content suitable for computer system employed by each participant. The scheduling invitation is generated in response to event schedule input by the user. The scheduling invitation is encoded in different message formats, such as a hypertext markup language (HTML) format, and a simple electronic-mail format, supporting a different level of information content.

INDEPENDENT CLAIMS are also included for the following:

- A. an automatic electronic scheduling system; and
- B. a method for unattended scheduling of resources.

USE - For electronic calendar user in computerized group scheduling system.

ADVANTAGE - Allows group scheduling among users of electronic group scheduling/calendar system, including users who only have **simple e-mail** support, or even users with no e-mail support. Also allows users to undertake **group scheduling** with other remote users located at different locations, regardless of what particular platform or software applications each user is employing.

DESCRIPTION OF DRAWINGS - The figure shows the block diagram of the internal architecture of the group scheduling system used in assisting method for electronic calendar user.

900 Group scheduling system

**Title Terms** /Index Terms/Additional Words: ASSIST; METHOD; ELECTRONIC; CALENDAR; USER; GROUP; SCHEDULE; SYSTEM

#### Class Codes

International Patent Classification					
IPC	Class Level	Scope	Position	Status	Version Date
G06Q-0010/00	A	I		R	20060101
G06Q-0010/00	C	I		R	20060101

ECLA: G06Q-010/00F4

US Classification, Issued: 7059, 7058, 395200.32

File Segment: EngPI; EPI;

DWPI Class: T01; P76

Manual Codes (EPI/S-X): T01-D02; T01-J05A2

**Dialog eLink:** [Order File History](#)

18/5/27 (Item 2 from file: 347)

DIALOG(R)File 347: JAPIO

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08100628 \*\*Image available\*\*

**SALES MANAGEMENT SYSTEM USING INTERNET**

**Pub. No.:** 2004-213387 [JP 2004213387 A ]

**Published:** July 29, 2004 (20040729)

**Inventor:** MORI KATSUHIKO

**Applicant:** MORI KATSUHIKO  
**Application No.:** 2002-383822 [JP 2002383822]  
**Filed:** December 27, 2002 (20021227)  
**International Class:** G06F-017/60

## ABSTRACT

**PROBLEM TO BE SOLVED:** To provide a sales management system for transmitting a seller identification code through **electronic mail** in the **hyperlink** of an Internet address, and for, when a third person who has received the transfer of the electronic mail places an order from a web **page** through the **hyperlink**, recording the order by considering it as order reception by the seller shown by the identification ID in the **link**.

**SOLUTION:** The text of an **electronic mail** advertisement is made to include the identification code of the seller to whom a customer or a member or the like is belonging in the hyperlink of the Internet address so that a third person who has received the transfer of the **electronic mail** is able to **automatically** specify the seller to whom he or she should belong.

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## B. Patent Files, Full-Text

File 348:EUROPEAN PATENTS 1978-200931  
(c) 2009 European Patent Office  
File 349:PCT FULLTEXT 1979-2009/UB=20090716|UT=20090709  
(c) 2009 WIPO/Thomson

Set	Items	Description
S1	10384	(SCHEDUL??? OR RECURRING OR REPETITIVE OR REPEATING OR INTERVALS OR PERIODIC? OR AUTOMATICALLY OR DAILY OR WEEKLY OR MONTHLY OR QUARTERLY OR ANNUALLY) (5N) ((WEB())BASED OR ELECTRONIC OR E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS)() (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG??? OR QUERY OR QUERIES OR SURVEY OR SURVEYS OR INQUIRY OR INQUIRIES OR QUESTIONNAIRE OR QUESTIONNAIRES)
S2	2924	S1 (10N) (TRANSMIT?? OR TRANSMITTING OR TRANSMISSION OR TRANSMISSIONS OR DISPATCH??? OR SEND??? OR SENT OR GO()OUT)
S3	64883	(BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR CONSUMER OR CONSUMERS OR PATRON OR PATRONS OR CUSTOMER OR CUSTOMERS OR SHOPPER OR SHOPPERS OR USER OR USERS OR MEMBER OR MEMBERS) (5N) (PROBLEM OR PROBLEMS OR TROUBLE OR TROUBLES OR BUG OR BUGS OR BUGGY OR FAILURE OR FAILURES OR FAULTY OR COMPLICATION OR COMPLICATIONS OR DIFFICULTY OR DIFFICULTIES OR MALFUNCTION OR MALFUNCTIONS OR ISSUE OR ISSUES OR BROKE OR BROKEN)
S4	5143	S3 (5N) (PRODUCT OR PRODUCTS OR ITEM OR ITEMS OR SERVICE OR SERVICES OR WARES OR GOODS OR SOFTWARE)
S5	4697	(LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR HYPERTEXT OR (HYPER OR HOT)()) (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (5N) ((WEB())BASED OR ELECTRONIC OR E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS)() (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG???)

S6 70638 (LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR  
HYPERTEXT OR (HYPER OR HOT) () (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR  
CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (10N) (FORM? ? OR TICKET? ? OR  
RECORD? ? OR PAGE? ? OR WEBFORM OR REQUEST? ? OR SITE OR WEBSITE? ? OR WEBPAGE? ?)

S7 27 AU=(VACCARELLI, V? OR VACCARELLI V? OR VACCARELLI (1N) (V OR  
VINCENT) OR BERGMAN, B? OR BERGMAN B? OR BERGMAN (1N) (B OR BARBARA))

S8 261758 IC=(G06Q OR G06F OR G07F)  
S9 8 S2 (15N) S3  
S10 50 S2 (S) S3  
S11 11 S10 (S) (S5 OR S6)  
S12 10 S11 NOT S9  
S13 18 S1 (5N) S3  
S14 15 S13 NOT (S9 OR S12)  
S15 11 S14 NOT AY>2002  
S16 10 S15 AND S8  
S17 0 S16 (S) S5  
S18 0 S16 (S) S6  
S19 1 S7 AND S1  
S20 0 S19 NOT S9

**Dialog eLink: Order File History**

9/3K/4 (Item 1 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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01786423

**A TOOL FOR REPORTING THE STATUS AND DRILL-DOWN OF A CONTROL APPLICATION IN AN  
AUTOMATED MANUFACTURING ENVIRONMENT**

OUTIL DE RAPPORT D'ETAT ET DE RAPPORT DETAILLE D'UNE APPLICATION DE CONTROLE DANS UN  
ENVIRONNEMENT DE FABRICATION AUTOMATISE

**Patent Applicant/Patent Assignee:**

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(For all designated states except: US)
- **MOCK Michael**; 318 Hemlock Road, St. George, VT 05495  
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(Designated only for: US)

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14 Pinnacle Drive, South Burlington, VT 05403; US; US (Residence); US (Nationality); (Designated only for: US)

**Legal Representative:**

- **SIMMONS Ryan K(agent)**  
International Business Machines Corporation, Intellectual Property Law 972E, 1000 River Street, Essex Junction, VT 05452; US;

	Country	Number	Kind	Date
Patent	WO	200925953	A1	20090226
Application	WO	2008US70798		20080723
Priorities	US	2007839749		20070816

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

AE; AG; AL; AM; AO; AT; AU; AZ; BA; BB;  
BG; BH; BR; BW; BY; BZ; CA; CH; CN; CO;  
CR; CU; CZ; DE; DK; DM; DO; DZ; EC; EE;  
EG; ES; FI; GB; GD; GE; GH; GM; GT; HN;  
HR; HU; ID; IL; IN; IS; JP; KE; KG; KM;  
KN; KP; KR; KZ; LA; LC; LK; LR; LS; LT;  
LU; LY; MA; MD; ME; MG; MK; MN; MW; MX;  
MY; MZ; NA; NG; NI; NO; NZ; OM; PG; PH;  
PL; PT; RO; RS; RU; SC; SD; SE; SG; SK;  
SL; SM; ST; SV; SY; TJ; TM; TN; TR; TT;  
TZ; UA; UG; US; UZ; VC; VN; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;  
FI; FR; GB; GR; HR; HU; IE; IS; IT; LT;  
LU; LV; MC; MT; NL; NO; PL; PT; RO; SE;  
SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;  
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

**Language** Publication Language: English

Filing Language: English

Fulltext word count: 9566



**Detailed Description:**

...which a user can be automatically notified of a detected control application failure and, optionally, its location. For example, the system can be adapted to **send automatically generated emails**, sound alarms, etc., in order to notify a **user** of a detected control application **failure**.

[0036] The system embodiment 100 can further comprise a graphical user interface (GUI) 112 as well as a summary report generator 110 in communication with...

**Dialog eLink:** Order File History

12/3K/7 (Item 3 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00826492

**IMPROVEMENTS RELATING TO TELEVISION SYSTEMS**

AMELIORATIONS RELATIVES A DES SYSTEMES DE TELEVISION

**Patent Applicant/Inventor:**

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14 Queens Court, East Cowes, Isle of Wight PO32 6QX; GB; GB(Residence); GB(Nationality);

**Legal Representative:**

- **KEARNEY Kevin David Nicholas(et al)(agent)**  
Kilburn & Strode, 20 Red Lion Street, London WC1R 4PJ; GB;

	Country	Number	Kind	Date
Patent	WO	200160070	A1	20010816
Application	WO	2001GB577		20010212
Priorities	GB	20003199		20000211
	GB	200011175		20000509
	GB	200021532		20000901

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

**Language** Publication Language: English

Filing Language: English

Fulltext word count: 31844

#### **Claims:**

...is currently being viewed or used. When the send link option is selected, the user is asked to select the link that is to be **sent**. Once selected, the link defined by the user is **automatically** appended to an **e-mail** or a text based message and **sent** to a specified address in the network. When the e-mail is received at the desired address and opened, the receiver is presented with a...network or any other suitable network. Of course, the e-mail 276 could be sent to multiple recipients using an e-mail filter. When the **e-mail** is received and the **link** is selected for opening, a signal 278 is sent to the ITCN hub. This signal 278 includes the following information: the second terminal's unique...internet networks, thereby providing enhanced channels of communication for businesses and users. In addition, whilst the video content that is sent by means of the **e-mail link** may be merely video content, it may also contain interactive prompts that were contained in the original video content or were imported by the sender. The interactive prompts could, when selected, automatically **link** the recipient to, for example, a digital information **site**, a web site, a multi-content site that provides both television and internet or digital content, an intranet., an extranet, a video conferencing facility and... ..prompt is to be imported. The user is then asked to define the prompt they require and the relevant information is entered, e.g. a **link** to the user's own web **site**. On confirmation that the information entered is correct (for example if the user presses ok), the prompt is then stored and set to go off... ..6 o'clock News to other businesses so that they are- made aware of its recent successes. Equally, companies could send TV news clips to **customers** informing them of the **failures** of competitor companies on the stock market. Imported into the news sent could be a prompt for automatically linking the receiver's terminal to the...user scrolls past page 2, instructions in the user application cause the prompt to be generated. This could say, for example, "further video available" or "**click** here to be connected to a web **site**". When a user **clicks** on the prompt, the pre-determined video content or web **site** is transmitted to the user's terminal. In order to change digital video broadcast format to Quicktime/ AVI/ MPEG/ R2, the user's terminal may... ..the user to cause the product to rotate or be moved or to allow the user to view inside the product etc. Hence, businesses could **e- mail links** to interactive product video content that enables users to visually see, interact with, hear and in effect feel a product. Of course, an interactive "purchase...cannot see the user. In addition to providing prompts during television programs etc, software is provided at the user's terminal for sending video conferencing **links** as attachments to an **e-mail**. In this case, when the user clicks on the video conference icon, the application in the recipient's terminal automatically takes steps to set up...

**Dialog eLink:** Order File History

12/3K/8 (Item 4 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00803948

#### **METHOD OF AND SYSTEM FOR ENABLING BRAND-IMAGE COMMUNICATION BETWEEN VENDORS AND CONSUMERS**

PROCEDE ET SYSTEME PERMETTANT DE COMMUNIQUER UNE IMAGE DE MARQUE ENTRE DES VENDEURS ET DES CONSOMMATEURS

**Patent Applicant/Patent Assignee:**

- **IPF INC**; Soundview Plaza, 1266 East Main Street, Stamford, CT 06902  
US; US(Residence); US(Nationality)  
(For all designated states except: US)
- **PERKOWSKI Thomas J**; 10 Waldon Road, Darien, CT 06820  
US; US(Residence); US(Nationality)  
(Designated only for: US)

**Patent Applicant/Inventor:**

- **PERKOWSKI Thomas J**  
10 Waldon Road, Darien, CT 06820; US; US(Residence); US(Nationality); (Designated only for: US)

**Legal Representative:**

- **PERKOWSKI Thomas J(agent)**  
Thomas J. Perkowski, P.C., Soundview Plaza, 1266 East Main Street, Stamford, CT 06902; US;

	Country	Number	Kind	Date
Patent	WO	200137540	A2-A3	20010525
Application	WO	2000US31757		20001117
Priorities	US	99441973		19991117
	US	99447121		19991122
	US	99465859		19991217
	US	2000483105		20000114
	US	2000599690		20000622
	US	2000641908		20000818
	US	2000695744		20001024

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

**Language** Publication Language: English

Filing Language: English

Fulltext word count: 116871

## Claims:

...home, work or on the road. Fig. 3AI6 is a schematic representation of an exemplary graphical user interface (GUI) displayed on the bar code driven **consumer** product information kiosk of the present invention when the CPI transport service of Figs. 3AI5A through 3AI5C is performed.

Fig. 3AI7 is a schematic representation...accessed and displayed on bar code driven consumer product information kiosks within retail shopping environments. In accordance with the principles of the present invention, the **problem** of providing **consumers** with copies of accessed consumer product information within retail shopping environments is addressed by enabling the consumer at the retail-based kiosk to: (1) display...Notably, such an integrated Web server application can be realized in a variety of ways. The exact words and graphics used to create an interactive **script** for an integrated Web server application will vary from embodiment to embodiment of the present invention. In instances when an IPI Website in accordance with...The Same to Remote Locations For Subsequent Use and/or Review by Consumers at Home, Work, School or on the Road As explained hereinabove, the **problem** of providing **consumers** with copies of accessed consumer product information within retail shopping environments is addressed by enabling the consumer at retail-based bar code driven kiosks to... ..e-mail envelope of Fig. 3AI4, or capturing and recording the URL of the CPI-related document being displayed by manual selection of the capture and **record** button 1 12 (or voice-directed selection thereof) within the displayed e-mail envelope 116 of Fig. 3AI6B; (3) addressing the e-mail envelope 116... ..application/service button 2 1 G in the control strip of the kiosk browser display screen. When the application has been launched, a CPI-transporting **electronic**-mail envelope 116 will appear within the display frame of the browser's GUI, as shown in Fig. 3AI4. As shown therein, the (Java-enabled) GUI for the CPI transporting email envelope is provided with:(i) a first single-**click** button II 0 for capturing and storing thereon, as an HTML-encoded document, any CPI related document that is being displayed on the display screen of the BCD CPI kiosk 13 within the retail shopping environment, shown in Figs. 3A9 through 3AIOD;(11) a second single-**click** button 1 14 for transporting copies of the envelope II 6 to the e-mail address of the consumer/shopper or friend/agent thereof;(iii) a consumer **e-mail** address field 115 for entering the e-mail address of the consumer/shopper or friend thereof, to which a copy of the **e-mail** envelope II 6 can be **automatically sent** during envelope transport; and(iv) a retailer e-mail address field 117 containing a preset e-mail address of the retailer operating the kiosk, indicating the retail store location, and possibly the retail department from which the CPI-transporting envelope II... ..BCD CPI kiosk within the retail shopping environment. When using the UPN-Directed Search Mode of operation of the system, a UPN/TM/PD/URL **link** menu as shown in Figs. 4P2, 4R2 and 4S2, will be displayed in the display frame of the browser screen. When using the Trademark Directed...e-mail envelope using future 3-mail protocols. As indicated at Block F in Fig. 3A I 3C, upon capturing, storing and attaching a desired **Page 205A**IOD;(ii) a second single-**click** button I 1 4 for transporting copies of the envelope I 1 6 to the e-mail address of the consumer/shopper or friend/agent thereof;(iii) a consumer e-mail address field 115 for entering the e-mail address of the consumer/shopper, to which a copy of the **e-mail** envelope 116 can be **automatically sent** during envelope transport;(iv) a retailer e-mail address field containing a preset e-mail address of the retailer operating the kiosk, indicating retailer store...If desired by the subscribing retailer, its BRANDKEY REQUEST RETAIL Website can be freely served to customers over the Internet, e.g. accessible from a **hot-link** embedded somewhere in the retailer's Web-site. Within the realm of the BRANDKEY " System 2, the function of the Web-enabled client computer system 13 of each consumer, wherever it may be... ..Internet to any consumer having a Web-enabled computer system. Unlike each BRANDKEY REQUEST RETAIL Website maintained by the BRANDKEY REQUEST" RDBMS 9, the BRANDKEY **REQUEST CENTRAL**" Website provides consumer access to UPN/TM/PD/URL **links** relating to every product maintained within the BRANDKEY **REQUEST**" RDBMS 9 by every registered manufacturer. Any attempt by a consumer to access information from a particular BRANDKEY REQUEST RETAIL Website regarding a product not sold in the retailer's store will automatically result in a **link** over to the BRANDKEY **REQUEST CENTRAL**"

**Website.** Depending on the particular implementation of the system hereof, it might be desirable or necessary for particular or all BRANDKEY REQUEST CENTRAL<sup>TM</sup> Website(s) to...

**Dialog eLink:** [Order](#) [File](#) [History](#)

12/3K/10 (Item 6 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00787038

**SYSTEM AND METHOD FOR PROCESSING TOKENLESS BIOMETRIC ELECTRONIC TRANSMISSIONS  
USING AN ELECTRONIC RULE MODULE CLEARINGHOUSE**

SYSTEME ET PROCEDE PERMETTANT DE TRAITER DES TRANSMISSIONS ELECTRONIQUES BIOMETRIQUES  
SANS AUTHENTIFICATION PAR L'UTILISATION D'UN CENTRE DE MODULES DE REGLEMENT  
ELECTRONIQUES

**Patent Applicant/Patent Assignee:**

- **VERISTAR CORPORATION**; 727 Allston Way, Berkeley, CA 94710  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **JOHNSON Alexander C Jr(et al)(agent)**  
Marger Johnson & McCollom, P.C., 1030 S.W. Morrison Street, Portland, OR 97205; US;

	Country	Number	Kind	Date
Patent	WO	200120531	A1	20010322
Application	WO	2000US40910		20000915
Priorities	US	99398914		19990916

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

**Language** Publication Language: English

Filing Language: English

Fulltext word count: 21206

## Claims:

...third-party.

In sum, the multitude of such personal computing tokens, whether unconnected desktop terminals or on-line hand held thin clients, has exacerbated the **problem** of **user**-reliance on particularly vulnerable, customized memory tokens which can be easily damaged, lost or stolen. To protect these tokens and the resident electronic transmissions they token itself and because the comparison and verification process is not isolated from the hardware and software directly used by the **user** attempting access, the **problems** of fraudulent access and of having to constantly carry these tokens is not alleviated. Further, such systems do not adequately isolate the identity verification process...hand-held, ultra thin-client terminal with virtually no resident computer processing or memory capabilities of its own. There is also a need for an **electronic transmissions** system that uses a strong **link** to the person being identified, as opposed to merely verifying a user's possession of any physical objects that can be freely transferred. There is...data search and retrieval that is customized to the user's requests. Preferably, the invention comprises a user log-in repeat step, wherein during an **electronic transmission** the user is **periodically** required by the electronic identifier to present the user's biometric sample or at least one of the user's pattern data. In another...s employer, governs the processing and prioritization of electronic transmissions to the user on an intranet 58 As such, the Execution Command 52 determines which **electronic transmissions** are **automatically** "pushed" to the user during a particular on-line session, as predetermined by the authorized third-party, in order to pro-actively circumscribe the content...expenses, charitable contributions, and the like, displaying customized user-customized Internet web sites io or portals, including the user's pre-designated bookmarks, preferred web **links**, calendaring programs, **email** mail addressing rosters, multiple email accounts with their accompanying inbox messages, user-customized instant messaging "buddy" lists. Other embodiments of user-customized Execution Commands 52... ..session; displaying the user's customized fitness program on an Internet-connected exercise machine, whereby the user is reminded of the number of repetitions the **user** performed at what **difficulty** level during their last exercise session, and thereby also presents a recommended number of repetitions and a recommended **difficulty** level for the **user's** current session. Other embodiments include Execution Commands 52 governing: presentation or display filters which circumscribe what text, graphic or audio content the user is...the user's Rule Modules 50 specify that the BIA 16 location may be used by the Clearinghouse 14 to enable the Clearinghouse 14 to **automatically** customize certain **electronic transmissions** for the user in real-time. For example, in this embodiment, the user **clicks** on the "Calendaring" icon. The kiosk **requests** the DPC 10 to access the user's Rule Module in the Clearinghouse 14 governing customized scheduling data. The relevant Rule Module 50 uses the...50 . The user has previously stored with the Clearinghouse 14 their messaging account URLs along with their respective account names and passwords. Once the user **clicks** on the kiosk's "get new messages" icon, the kiosk **requests** the DPC 10 to access the user's messaging accounts. Once this request is received by the DPC, the Clearinghouse 14 invokes the user's...the relevant third-party database, in this case being the university server on which is stored the course examination. In this embodiment, the user also **clicks** on the "Medical" icon - to access their private health **records** in order to check on medical tests which their physician had completed that morning, along with accessing a customized collection of current medical news. Preferably ...In this embodiment, the user downloads the electronic books to a hand-held display panel, such as the RocketeBook™. In this embodiment, the user also **clicks** on the "Games" icon to access an interactive Internet game **site**. However, as this user is actually a subordinated user on their parents' primary user accounts, the user's related Rule Modules 50 are subordinated to...

#### IV. Text Search Results from Dialog

##### A. NPL Files, Abstract

File 35:Dissertation Abs Online 1861-2009/Jun  
(c) 2009 ProQuest Info&Learning  
File 474:New York Times Abs 1969-2009/Jul 31  
(c) 2009 The New York Times  
File 475:Wall Street Journal Abs 1973-2009/Jul 31  
(c) 2009 The New York Times  
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
(c) 2002 Gale/Cengage  
File 65:Inside Conferences 1993-2009/Jul 31  
(c) 2009 BLDSC all rts. reserv.  
File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Jun  
(c) 2009 The HW Wilson Co.  
File 2:INSPEC 1898-2009/Jul W4  
(c) 2009 The IET  
File 256:TecTrends 1982-2009/Jul W4  
(c) 2009 Info.Sources Inc. All rights res.

Set	Items	Description
S1	6614	(SCHEDUL??? OR RECURRING OR REPETITIVE OR REPEATING OR INTERVALS OR PERIODIC? OR AUTOMATICALLY OR DAILY OR WEEKLY OR MONTHLY OR QUARTERLY OR ANNUALLY) (5N) ((WEB()BASED OR ELECTRONIC OR E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS)() (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG??? OR QUERY OR QUERIES OR SURVEY OR SURVEYS OR INQUIRY OR INQUIRIES OR QUESTIONNAIRE OR QUESTIONNAIRES)
S2	199	S1 (10N) (TRANSMIT?? OR TRANSMITTING OR TRANSMISSION OR TRANSMISSIONS OR DISPATCH??? OR SEND??? OR SENT OR GO()OUT)
S3	38075	(BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR CONSUMER OR CONSUMERS OR PATRON OR PATRONS OR CUSTOMER OR CUSTOMERS OR SHOPPER OR SHOPPERS OR USER OR USERS OR MEMBER OR MEMBERS) (5N) (PROBLEM OR PROBLEMS OR TROUBLE OR TROUBLES OR BUG OR BUGS OR BUGGY OR FAILURE OR FAILURES OR FAULTY OR COMPLICATION OR COMPLICATIONS OR DIFFICULTY OR DIFFICULTIES OR MALFUNCTION OR MALFUNCTIONS OR ISSUE OR ISSUES OR BROKE OR BROKEN)
S4	24096	(BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR CONSUMER OR CONSUMERS OR PATRON OR PATRONS OR CUSTOMER OR CUSTOMERS OR SHOPPER OR SHOPPERS OR USER OR USERS OR MEMBER OR MEMBERS) (5N) (UNHAPPY OR UNSATISF? OR DISSATISFIED OR DISPUT??? OR COMPLAIN??? OR "NOT"() (HAPPY OR SATISFIED OR CONTENT?? OR PLEASED) OR DISCONTENT?? OR DISPLEASED OR SATISFACTION OR SATISFIED OR HAPPY OR PLEASED)
S5	9545	(S3 OR S4) (5N) (PRODUCT OR PRODUCTS OR ITEM OR ITEMS OR SERVICE OR SERVICES OR WARES OR GOODS OR SOFTWARE OR COPIER OR COPIERS OR MACHINE OR MACHINES OR APPARATUS? ? OR DEVICE OR DEVICES OR PURCHASE)
S6	878	(LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR HYPERTEXT OR (HYPER OR HOT)() (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (5N) ((WEB()BASED OR ELECTRONIC OR

E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS) ( ) (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG???)

S7 12884 (LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR HYPERTEXT OR (HYPER OR HOT) ( ) (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (10N) (FORM? ? OR TICKET? ? OR RECORD? ? OR PAGE? ? OR WEBFORM OR REQUEST? ? OR SITE OR WEBSITE? ? OR WEBPAGE? ?)

S8 321 AU=(VACCARELLI, V? OR VACCARELLI V? OR VACCARELLI (1N) (V OR VINCENT) OR BERGMAN, B? OR BERGMAN B? OR BERGMAN (1N) (B OR BARBARA))

S9 0 S2 AND S5  
S10 23 S1 AND S5  
S11 16 S10 NOT PY>2002  
S12 16 RD (unique items)  
S13 116 S1 AND (S3 OR S4)  
S14 0 S13 AND S6  
S15 0 S13 AND S7  
S16 0 S8 AND S1

12/5/2 (Item 1 from file: 474)  
DIALOG(R)File 474: New York Times Abs  
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07696689 **NYT Sequence Number:** 363413990628  
**TECHNOLOGY: E-COMMERCE REPORT: COMPANIES THAT SELL THEIR GOODS ON THE WORLD WIDE WEB ARE TRYING A NOVEL APPROACH TO CUSTOMER RELATIONS ON THE INTERNET: REAL, LIVE PEOPLE**  
Tedeschi, Bob  
New York Times , Col. 4 , Pg. 4 , Sec. C  
Monday June 28 1999  
**Document Type:** Newspaper **Journal Code:** NYT **Language:** English **Record Type:** Abstract

**Abstract:**  
Electronic commerce companies have spent millions trying to make their sites more 'personal,' with technology that allows them to customize their product offerings to a particular shopper's needs, and software that **automatically** responds to customer **inquiries** by **E- mail**; now, in response to customer service blunders of last holiday season, and in anticipation of Internet shopping blitz this winter, E-commerce sites are starting to use live chats and Internet telephony applications to answer questions and solve **problems**; some companies' **customer service** changes noted (E-Commerce Report) (M)  
**Descriptors:** Retail Stores and Trade; Computers and the Internet; Electronic Mail; Industry Profiles; Retail Stores and Trade  
**Personal Names:** Tedeschi, Bob

12/5/16 (Item 7 from file: 2)  
DIALOG(R)File 2: INSPEC  
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05432618  
**Title:** Service interruptions: the customers' views  
**Author(s):** Day, W.R.; Reese, A.B.  
**Author Affiliation:** Pacific Gas & Electric Co., San Francisco, CA, USA  
**Inclusive Page Numbers:** 2.4/1-5 vol.2  
**Publisher:** IEE, London  
**Country of Publication:** UK



**Publication Date:** 1993

**Conference Title:** 12th International Conference on Electricity Distribution. CIRED (Conf. Publ. No.373)

**Conference Date:** 17-21 May 1993

**Conference Location:** Birmingham, UK

**Conference Sponsor:** IEE

**ISBN:** 0 85296 561 3

**Number of Pages:** 7 vol. 1006

**Language:** English

**Document Type:** Conference Paper (PA)

**Treatment:** General or Review (G)

**Abstract:** Conventional wisdom holds that, after safety, the minimum threshold to favorable customer opinion in the electric utility industry is satisfactory service dependability. In other words, if service dependability (or 'reliability') is poor, everything else a utility does will be viewed as poor by customers. The utility that intends to remain successful should stay abreast of its customers' perceptions. To this end, Pacific Gas and Electric Company (PG&E) **periodically surveys** its customers to better understand their attitudes toward **service** dependability and other **customer service issues**. A 1990 study focused on the perception of residential and commercial customers of their electric service dependability. The goal was to improve their understanding of customers' perceptions of service dependability. They also hoped this knowledge would help pinpoint locations or customer segments where service dependability improvements would have the most beneficial effect on customers' perception at the lowest cost. The results were used to determine the relationship between customers' overall satisfaction with PG&E and several measures of service dependability ( 0 refs.)

**Subfile(s):** B (Electrical & Electronic Engineering); E (Mechanical & Production Engineering)

**Descriptors:** electricity supply industry; power supply quality; power system reliability

**Identifiers:** electrical supply industry; power supply quality; USA; interruptions; safety; electric utility; service dependability; reliability; surveys; customer service

**Classification Codes:** B8110B (Power system management, operation and economics); B8120 ( Power transmission, distribution and supply ); E3040 (Public utilities)

**INSPEC Update Issue:** 1993-024

**Copyright:** 1993, IEE

## B. NPL Files, Full-text

File 20:Dialog Global Reporter 1997-2009/Jul 31  
(c) 2009 Dialog

File 15:ABI/Inform(R) 1971-2009/Jul 30  
(c) 2009 ProQuest Info&Learning

File 610:Business Wire 1999-2009/Jul 31  
(c) 2009 Business Wire.

File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire

File 613:PR Newswire 1999-2009/Jul 31  
(c) 2009 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc

File 634:San Jose Mercury Jun 1985-2009/Jul 27  
(c) 2009 San Jose Mercury News

File 624:McGraw-Hill Publications 1985-2009/Jul 31  
(c) 2009 McGraw-Hill Co. Inc

File 9:Business & Industry(R) Jul/1994-2009/Jul 30  
(c) 2009 Gale/Cengage

File 275:Gale Group Computer DB(TM) 1983-2009/Jul 02  
(c) 2009 Gale/Cengage

File 621:Gale Group New Prod.Annou.(R) 1985-2009/Jun 24  
(c) 2009 Gale/Cengage

File 636:Gale Group Newsletter DB(TM) 1987-2009/Jul 08

(c) 2009 Gale/Cengage  
 File 16:Gale Group PROMT(R) 1990-2009/Jul 08  
 (c) 2009 Gale/Cengage  
 File 160:Gale Group PROMT(R) 1972-1989  
 (c) 1999 The Gale Group  
 File 148:Gale Group Trade & Industry DB 1976-2009/Jul 15  
 (c) 2009 Gale/Cengage  
 File 47:Gale Group Magazine DB(TM) 1959-2009/Jul 20  
 (c) 2009 Gale/Cengage  
 File 570:Gale Group MARS(R) 1984-2009/Jul 08  
 (c) 2009 Gale/Cengage  
 File 635:Business Dateline(R) 1985-2009/Jul 31  
 (c) 2009 ProQuest Info&Learning  
 File 477:Irish Times 1999-2009/Jul 30  
 (c) 2009 Irish Times  
 File 710:Times/Sun.Times(London) Jun 1988-2009/Jul 29  
 (c) 2009 Times Newspapers  
 File 711:Independent(London) Sep 1988-2006/Dec 12  
 (c) 2006 Newspaper Publ. PLC  
 File 756:Daily/Sunday Telegraph 2000-2009/Jul 31  
 (c) 2009 Telegraph Group  
 File 757:Mirror Publications/Independent Newspapers 2000-2009/Jul 31  
 (c) 2009  
 File 387:The Denver Post 1994-2009/Jul 30  
 (c) 2009 Denver Post  
 File 471:New York Times Fulltext 1980-2009/Jul 31  
 (c) 2009 The New York Times  
 File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06  
 (c) 2002 Phoenix Newspapers  
 File 494:St LouisPost-Dispatch 1988-2009/Jul 19  
 (c) 2009 St Louis Post-Dispatch  
 File 631:Boston Globe 1980-2009/Jul 31  
 (c) 2009 Boston Globe  
 File 633:Phil.Inquirer 1983-2009/Jul 31  
 (c) 2009 Philadelphia Newspapers Inc  
 File 638:Newsday/New York Newsday 1987-2009/Jul 31  
 (c) 2009 Newsday Inc.  
 File 640:San Francisco Chronicle 1988-2009/Jul 31  
 (c) 2009 Chronicle Publ. Co.  
 File 641:Rocky Mountain News Jun 1989-2009/Jan 16  
 (c) 2009 Scripps Howard News  
 File 702:Miami Herald 1983-2009/Jul 30  
 (c) 2009 The Miami Herald Publishing Co.  
 File 703:USA Today 1989-2009/Jul 30  
 (c) 2009 USA Today  
 File 704:(Portland)The Oregonian 1989-2009/Jul 30  
 (c) 2009 The Oregonian  
 File 713:Atlanta J/Const. 1989-2009/Mar 08  
 (c) 2009 Atlanta Newspapers  
 File 714:(Baltimore) The Sun 1990-2009/Jul 26  
 (c) 2009 Baltimore Sun  
 File 715:Christian Sci.Mon. 1989-2009/Jul 20  
 (c) 2009 Christian Science Monitor  
 File 725:(Cleveland)Plain Dealer Aug 1991-2009/Jul 30  
 (c) 2009 The Plain Dealer  
 File 735:St. Petersburg Times 1989- 2009/May 22  
 (c) 2009 St. Petersburg Times

Set	Items	Description
S1	458038	(SCHEDUL??? OR RECURRING OR REPETITIVE OR REPEATING OR INTERVALS OR PERIODIC? OR AUTOMATICALLY OR DAILY OR WEEKLY OR MONTHLY OR QUARTERLY OR ANNUALLY) (5N) ((WEB())BASED OR ELECTRONIC OR E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS) () (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG??? OR QUERY OR QUERIES OR SURVEY OR SURVEYS OR INQUIRY OR INQUIRIES OR QUESTIONNAIRE OR QUESTIONNAIRES)
S2	28184	S1 (10N) (TRANSMIT?? OR TRANSMITTING OR TRANSMISSION OR TRANSMISSIONS OR DISPATCH??? OR SEND??? OR SENT OR GO()OUT)
S3	17195	(BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR CONSUMER OR CONSUMERS OR PATRON OR PATRONS OR CUSTOMER OR CUSTOMERS OR SHOPPER OR SHOPPERS OR USER OR USERS OR MEMBER OR MEMBERS) (5N) (PROBLEM OR PROBLEMS OR TROUBLE OR TROUBLES OR BUG OR BUGS OR BUGGY OR FAILURE OR FAILURES OR FAULTY OR COMPLICATION OR COMPLICATIONS OR DIFFICULTY OR DIFFICULTIES OR MALFUNCTION OR MALFUNCTIONS OR ISSUE OR ISSUES OR BROKE OR BROKEN)
S4	18746	(BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR CONSUMER OR CONSUMERS OR PATRON OR PATRONS OR CUSTOMER OR CUSTOMERS OR SHOPPER OR SHOPPERS OR USER OR USERS OR MEMBER OR MEMBERS) (5N) (UNHAPPY OR UNSATISF? OR DISSATISFIED OR DISPUT??? OR COMPLAIN??? OR "NOT"() (HAPPY OR SATISFIED OR CONTENT?? OR PLEASED) OR DISCONTENT?? OR DISPLEASED OR SATISFACTION OR SATISFIED OR HAPPY OR PLEASED)
S5	7469	(S3 OR S4) (5N) (PRODUCT OR PRODUCTS OR ITEM OR ITEMS OR SERVICE OR SERVICES OR WARES OR GOODS OR SOFTWARE OR COPIER OR COPIERS OR MACHINE OR MACHINES OR APPARATUS? ? OR DEVICE OR DEVICES OR PURCHASE)
S6	8203	(LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR HYPERTEXT OR (HYPER OR HOT)() (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (5N) ((WEB())BASED OR ELECTRONIC OR E OR COMPUTERI? OR AUTOMAT?? OR INSTANT? OR WEB OR INTERNET OR CYBER OR HOT OR ASYNCHRONOUS) () (MAIL??? OR TRANSMISSION? OR MESSAG???) OR EMAIL??? OR EMESSAG???)
S7	18529	(LINK OR LINKS OR HYPERLINK OR HYPERLINKS OR HOTLINK OR HOTLINKS OR HYPERTEXT OR (HYPER OR HOT)() (LINK OR LINKS OR TEXT) OR LINKPATH OR HYPERGRAPHIC OR CLICKSTREAM OR CLICKPATH OR CLICK??? OR SCRIPT) (10N) (FORM? ? OR TICKET? ? OR RECORD? ? OR PAGE? ? OR WEBFORM OR REQUEST? ? OR SITE OR WEBSITE? ? OR WEBPAGE? ?)
S8	0	AU=(VACCARELLI, V? OR VACCARELLI V? OR VACCARELLI (1N) (V OR VINCENT) OR BERGMAN, B? OR BERGMAN B? OR BERGMAN (1N) (B OR BARBARA))
S9	29	S2 (5N) S5
S10	16	S9 NOT PY>2002
S11	11	RD (unique items)
S12	98	S2 (S) S5
S13	4	S12 (S) (S6 OR S7)
S14	4	S13 NOT S11
S15	3	RD (unique items)
S16	1204	S1 (S) S5
S17	6	S16 (S) S6
S18	6	S17 NOT (S11 OR S15 OR NFL)
S19	4	RD (unique items)
S20	178	S1(N) S5
S21	89	S20 NOT PY>2002

S22 57 RD (unique items)  
 S23 49 S22 NOT (S11 OR S15 OR S19)  
 S24 49 S23 NOT NFL  
 S25 0 S24 (2S) (S6 OR S7)  
 S26 0 S25 AND (S6 OR S7)  
 S27 5 S24 AND (S6 OR S7)  
 S28 1595 S6 (N) S7  
 S29 632 S28 (S) S1  
 S30 353 S29 NOT PY>2002  
 S31 197 RD (unique items)  
 S32 4 S31 (S) (S3 OR S4 OR S5)  
 S33 2 S32 NOT (S11 OR S15 OR S19 OR S27)  
 S34 195 S31 NOT S33  
 S35 193 S34 NOT (S11 OR S15 OR S19 OR S27)  
 S36 483 S28 (10N) S1  
 S37 137 S35 (15N) S36  
 S38 1 S37 (S) ((SERVICE OR HELP??? OR ASSIST? OR SUPPORT OR USER) () (DESK  
 OR DESKS OR CENTER OR CENTERS OR CENTRE OR CENTRES) OR (CUSTOMER OR HARDWARE OR  
 SOFTWARE OR TECHNICAL OR TECH) () (CARE OR SUPPORT OR ASSISTANCE))  
  
 S39 0 S27 (S) HELPDESK? ?  
 S40 0 S37 (S) HELPDESK? ?  
 S41 0 S37 (S) (S3 OR S4)  
 S42 66 S37 (S) (BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR CONSUMER OR  
 CONSUMERS OR PATRON OR PATRONS OR CUSTOMER OR CUSTOMERS OR SHOPPER OR SHOPPERS OR  
 USER OR USERS OR MEMBER OR MEMBERS)  
  
 S43 3 S42 (S) (PROBLEM OR PROBLEMS OR TROUBLE OR TROUBLES OR BUG OR BUGS  
 OR BUGGY OR FAILURE OR FAILURES OR FAULTY OR COMPLICATION OR COMPLICATIONS OR  
 DIFFICULTY OR DIFFICULTIES OR MALFUNCTION OR MALFUNCTIONS OR ISSUE OR ISSUES OR  
 BROKE OR BROKEN OR UNHAPPY OR UNSATISF? OR DISSATISFIED OR DISPUT??? OR COMPLAIN???  
 OR "NOT"() (HAPPY OR SATISFIED OR CONTENT?? OR PLEASED) OR DISCONTENT?? OR  
 DISPLEASED OR SATISFACTION OR SATISFIED OR HAPPY OR PLEASED)  
  
 S44 33 S42 (S) (PRODUCT OR PRODUCTS OR ITEM OR ITEMS OR SERVICE OR  
 SERVICES OR WARES OR GOODS OR SOFTWARE OR COPIER OR COPIERS OR MACHINE OR MACHINES  
 OR APPARATUS? ? OR DEVICE OR DEVICES OR PURCHASE OR EQUIPMENT)

11/3,K/11 (Item 1 from file: 492)  
 DIALOG(R)File 492:  
 Arizona Repub/Phoenix Gaz  
 (c) 2002 Phoenix Newspapers. All rights  
 reserved.

08096147

# **COMPANIES SHARE TIPS ON PLEASING PURCHASERS**

Arizona Business Gazette  
 ( AB ) - THURSDAY, April 6, 1995  
**By:**  
 L. A. MITCHELL, Staff Reporter  
**Edition:**  
 Weekly **Section:** Small Business **Page:** 17

Word Count: 663

-

...and meetings with customers are the key to a company's customer service plan. SonicAir earned the Governor's Award for Quality in 1993.

"We **send quarterly** customer **service questionnaires** to our **customers** that measure their **satisfaction** with us," Mr. Everson said. "We address the weaknesses and improve the processes as needed. Many times, we make follow-up phone calls . . . We may...

15/3,K/1 (Item 1 from file: 20)  
DIALOG(R)File 20: Dialog  
Global Reporter  
(c) 2009 Dialog. All rights reserved.

08346199 (USE FORMAT 7 OR 9 FOR  
FULLTEXT)  
WEBPARTNER: WebPartner arms online stores with  
competitive intelligence that maximizes revenue

M2 PRESSWIRE

November 22, 1999  
Journal Code: WMPR  
Language: English Record Type: FULLTEXT  
Word Count:  
843

(USE  
FORMAT 7 OR 9 FOR FULLTEXT)

...verification and competitive benchmarking. This basic service monitors up to five online store pages and provides full-page download monitoring and analysis. Problem alerts are **sent** by e-mail and/or pager. It also includes a **weekly** performance/benchmark **e-mail**.

Detailed real-time and historical reports are available online.

\* SecretShopper Checkout - (BETA) Provides monitoring and benchmarking for the online checkout/transaction process. It reduces the...

19/3,K/1 (Item 1 from file: 20)  
DIALOG(R)File 20: Dialog  
Global Reporter  
(c) 2009 Dialog. All rights reserved.

56933178 (USE FORMAT 7 OR 9 FOR  
FULLTEXT)  
National Educational Computing Conference 2007  
Exhibitor Profiles

BUSINESS WIRE

June 25, 2007

**Journal Code:** WBWE

**Language:** English    **Record Type:** FULLTEXT

**Word Count:**

20779

(USE

**FORMAT 7 OR 9 FOR FULLTEXT)**

...of every customer we serve, and we strive to find your perfect fit every time--often saving customers up to 75%! Call 800-527-7638, **click** on swexpress.com, or **email** nicepeople@swexpress.com today to find out why we make it so easy for you to enjoy top-of-the-line academic software! Company: Software...

19/3,K/2 (Item 1 from file: 9)

DIALOG(R)File 9: Business

& Industry(R)

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02172451

Supplier Number: 25713774

**E-Commerce Applications: Q-Link Technologies**

**Q-Link e-Service System**

( **Q-Link Technologies begins offering Q-Link**

**e-Service System, a line of Web-based applications that focus on various matters concerning e-businesses )**

Network

Computing , v 11 , n 10 , p 28

May 29, 2000

**Document Type:** Journal    **ISSN:** 1046-4468 ( United States )

**Language:** English    **Record Type:** Fulltext

**Word Count:** 115

**TEXT:**

New. Q-Link e-Service System is a suite of Web-based applications that focus on **customer service** and support **issues** faced by e-businesses. With Q-Link, companies can handle requests from **e-mail**, Web forms or live Web interactions and forward them throughout the layers of command in their customer-support setup for real-time problem resolution. The suite consists of five components: the Process Manager, which enables real-time implementation of workflow and business rules; the **Email Manager**, which **automatically** forwards **e-mail** requests to the appropriate contacts; the Interaction Manager, which allows for live chat and cobrowsing with customers; the Knowledge Manager database; and the Portal Manager...

27/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:  
ABI/Inform(R)  
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01853344 05-04336

**A harbinger of change: The cutting-edge library at the Los Alamos National Laboratory**

Pack,  
Thomas; Pemberton, Jeff  
Online  
v23n2 pp: 34-42

Mar/Apr 1999  
**ISSN:** 0146-5422 **Journal**  
**Code:** ONL  
**Word Count:** 3456

**Text:**

...about those products and services."

To collect customer data, the library uses various "listening posts," including outreach visits, focus groups, email logs of comments and **complaints**, and focused "voice of the **customer**" interviews. Pray said, "We also issue a **quarterly customer survey** to understand how the **satisfaction** level with our **products** and **services** is changing-and why." A specific library team is dedicated to managing customer data.

(Photograph Omitted)

Captioned ...Specialist. "Customers can include the databases they use and ignore the rest. They can select the top ten journals in their field. They can add **links** we haven't thought of yet. The **page** becomes a personal library for them."

Researchers can place electronic holds on material, and they can electronically submit requests to receive books and reports through...

27/3,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16: Gale  
Group PROMT(R)  
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08462881  
**Supplier Number:** 72276629 **(USE**

FORMAT 7 FOR FULLTEXT)

the TOP e-business and e-supply  
chain executives of 2000-2001.(various companies)

Transportation & Distribution ,  
v 42 , n 3 , p S13  
March , 2001

**Language:**

English      **Record Type:** Fulltext

**Document Type:**

Magazine/Journal ; Trade

**Word Count:** 11460

-

...see the purchase order number and can go to the SKU level to locate a shipment. In the future, users will also be able to **hyperlink** directly into a carrier's track-and-trace **site** via the Internet, then return to the BD intranet site.

Down the road, information will be available real-time as EDI messages flow from SAP...three years. "We've probably enhanced it six times since then, adding more features and functionality," claims Frank. With the most recent upgrade, Kent automatically **emails** advance shipping notices including a **hyperlink** to the carrier's tracking number.

Recognizing the efficiency of e-business, Frank notes Kent places about 90% of orders with suppliers through EDI and...  
...in place, customers no longer need to call to check on order status. They can see when their order was shipped as well as a **link** directly to the carrier's web **site** for shipment tracking. Today, 25% of the orders from customers come through EDI with about 3% entered on the Internet. The majority still come via...deployment for a new product is very customer-focused. In fact, if Reily doesn't have satisfied customers, his pay takes a nose-dive. Cisco **surveys customers quarterly** but also asks about **satisfaction** with **service** at every **customer** point of contact.

Those points of contact are many, with upwards of 12,000 field technicians providing the actual maintenance through third party providers. Worldwide...

27/3,K/4 (Item 2 from file: 148)  
DIALOG(R)File 148: Gale  
Group Trade & Industry DB  
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11287215      **Supplier Number:**  
55350832 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**E-COMMERCE What's Your Strategy?**

Howard, Niles  
CFO,  
The Magazine for Senior Financial Executives , 15 , 8 , 44



August , 1999  
ISSN: 8756-7113

**Language:**

English

**Record Type:** Fulltext

**Word Count:**

1225      **Line Count:** 00101

...in their e-commerce plans -- channeling online orders through them or referring potential buyers to local outlets for the final transaction. For example, the Web **site** of Black & Decker's Dewalt industrial tools division, has **hot links** to more than 120 distributors and retailers, from Ace Hardware to Home Depot.

How will it impact our global marketing strategy? Companies often position brands...commerce is to cut costs by streamlining the purchasing process, customers need to know that they can quickly resolve any problems with an order or **product**. Online vendors typically encourage **customers** to submit inquiries and **complaints** by **email**, and use **software** that **automatically** responds. But smart companies also make it easy for customers to reach a support specialist by phone. New technology takes this a step further by...

33/3,K/2 (Item 2 from file: 20)  
DIALOG(R)File 20: Dialog  
Global Reporter  
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03652091 (USE FORMAT 7 OR 9 FOR  
**FULLTEXT**)  
**Hot Off the Web(TM) Version 2.0 Ships**

PR NEWSWIRE

December 04, 1998  
**Journal Code:** WPRW  
**Language:** English      **Record Type:** FULLTEXT  
**Word Count:**  
1379

(USE  
**FORMAT 7 OR 9 FOR FULLTEXT**)

...contents with Hot Off The Web's Cyber Notes, Digital Stickers, the Graffiti Pen and/or Highlighter and email, fax, print or save it. When **emailing**, your marked-up page automatically attaches to your default **email** program. The recipient simply double-**clicks** to see the **page**.

"With HOTW Version 2.0, we have responded to users' requests to add more robust features and a more in-depth scrapbook for archiving and...

38/3,K/1 (Item 1 from file: 20)  
DIALOG(R)File 20: Dialog Global

Reporter  
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13139188  
(USE FORMAT 7 OR 9 FOR FULLTEXT)

**Genuity**  
**Selected By AutoProf.com To Host Remote Configuration Service; Dial-up, Broadband and Wireless ISPs and Managed Messaging Companies to Benefit**

BUSINESS WIRE

October 04, 2000  
**Journal Code:** WBWE  
**Language:** English    **Record Type:** FULLTEXT  
**Word Count:**  
524

-  
...easily and automatically fix or add new e-mail addresses, with a simple mouse click, right from the SP's Website, rather than calling their **support center**.

43/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15: ABI/Inform(R)  
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01579397        02-30386  
**CPA Vision Website provides virtual trip to the future**

Anonymous  
CPA Journal v68n2 pp: 75  
Feb 1998  
**ISSN:** 0732-8435 **Journal Code:** CPA  
**Word Count:** 513  
**Text:**

...core values, services, and competencies. Updated results are also available.

The online edition of Horizon Perspectives, the Vision Project's monthly newsletter, and archived past **issues**, are on the site for reference, and **users** also can subscribe to a **monthly email** version that **links** directly to the **site**.

Among the monthly features is the "Pathfinder Profile," an article on an innovative CPA, which helps tie visioning concept to real people working in the...

44/3,K/1 (Item 1 from file: 20)  
DIALOG(R)File 20: Dialog

Global Reporter  
(c) 2009 Dialog. All rights reserved.

24844606 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**KANA: KANA extends global eCRM leadership with release of KANA Response 7.5; Newest version of KANA Response delivers on KANA's commitment to provide innovative external facing eCRM solutions that meet the growing needs of global enterprises**

M2  
PRESSWIRE  
September 09, 2002

**Journal**

**Code:** WMPR    **Language:** English    **Record Type:**

FULLTEXT

**Word Count:** 1590

(USE

**FORMAT 7 OR 9 FOR FULLTEXT)**

...service by deflecting costly telephone service inquiries to the Web. By integrating KANA IQ's intelligent knowledge base with KANA Response 7.5, agents can **automatically** respond to **customer e-mails** with a **link** to a **page** in the knowledge base, saving costs by eliminating manual involvement in day-to-day queries and improving **customer service** by easily escalating self-**service** inquiries to e-mail.

\* Multi-channel service analytics for analysing customer enquiries, evaluating performance and accuracy of the e-mail system and customer service agents...

44/3,K/4 (Item 4 from file: 20)  
DIALOG(R)File 20: Dialog  
Global Reporter  
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13100904 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**AdRelevance Unit of Jupiter Media Metrix Unveils Breakthrough in Web-Measurement Technology**

BUSINESS WIRE

October 02, 2000

**Journal Code:** WBWE

**Language:** English    **Record Type:** FULLTEXT

**Word Count:**

1162

(USE

**FORMAT 7 OR 9 FOR FULLTEXT)**

...advertising professionals to specify companies, products or Websites they want to closely monitor on an ongoing basis. When an advertising event they define

happens, AdAlert **automatically** sends an **e-mail** indicating which alerts have been "triggered." The **e-mail** includes a **link** to a customized Web **page** with all the details of the alert.

For more information on AdRelevance 2.0, including AdContact and AdAlert, and a free demo or trial of...

44/3,K/5 (Item 5 from file: 20)  
DIALOG(R)File 20: Dialog  
Global Reporter  
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08796039 (USE FORMAT 7 OR 9 FOR  
FULLTEXT)  
**Stamps.com Announces 10 New Marketing and  
Distribution Partnerships**

BUSINESS  
WIRE  
December 20, 1999  
**Journal Code:**  
WBWE    **Language:** English    **Record Type:** FULLTEXT

**Word Count:** 1249

(USE  
FORMAT 7 OR 9 FOR FULLTEXT)  
...Fax4Free (<http://www.fax4free.com>), the world's free Web-based communication service, the Stamps.com name will be included on millions of Fax4Free cover **pages** with **links** provided on the user **e-mail** confirmations and in all **quarterly e-mails** to Fax4Free's growing **customer** base. As a corporate sponsor of Fax4Free, Stamps.com will also be a featured link on Fax4Free's home page.  
- inc.com: Stamps.com is...

44/3,K/6 (Item 6 from file: 20)  
DIALOG(R)File 20: Dialog  
Global Reporter  
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08378403 (USE FORMAT 7 OR 9 FOR  
FULLTEXT)  
**Visual Data Corporation to Launch  
TheFirstNews.com Internet-Based Investor Service on Monday**

PR NEWSWIRE

November 24, 1999  
**Journal Code:** WPRW  
**Language:** English    **Record Type:** FULLTEXT  
**Word Count:**

**(USE****FORMAT 7 OR 9 FOR FULLTEXT)**

...a convenient manner. Our service allows people to receive that information efficiently by simply having the player do the work. Users do not need to **click** and read an **e-mail**, **periodically** check a Web **site** or even look at their monitor to find out if new information is available."

TheFirstNews.com will be available from 8:30 a.m. to...

44/3,K/7 (Item 1 from file: 15)

DIALOG(R)File 15:

ABI/Inform(R)

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06088074

39100368

### **Beekeeping in the digital age: You have mail!**

Sanford, Malcolm T

Bee Culture

v127n2 pp: 20

Feb 1999

**ISSN:** 1071-3190 **Journal**

**Code:** BECE

**Word Count:** 1179

#### **Text:**

...example, the French list abeilles is found at MAJORDOMO@fundp.ac.be, and the Spanish list can be requested through malka@webnet.com.ar. Another **service** is provided by "autoresponders." These programs will **automatically** send requested information by **electronic mail**. The New Zealand **site** at <http://www.beekeeping.co.nz/email.htm> **links** to autoresponders and will also take new **users** step by step through the process of subscribing to the discussion lists mentioned above. Warning! They can become habit forming!

44/3,K/13 (Item 1 from file: 613)

DIALOG(R)File 613: PR

Newswire

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00274570 20000228NYM165 **(USE FORMAT 7 FOR FULLTEXT)**

**Mcic's Web Site - WWW.TheMcic.Com - Ranked 'Best**

**Managed Care Web Site'**

PR Newswire

Monday , February 28, 2000 17:17 EST

**Journal Code:** PR **Language:** ENGLISH **Record Type:**  
FULLTEXT **Document Type:** NEWSWIRE  
**Word Count:**  
460

**Text:**

...three full-length articles on  
current industry issues;

\* MCIC's e-Healthcare Selection -- an article specifically dedicated to  
the booming e-healthcare industry.

\* "Managed Care **Weekly** Watch" -- a free, **e-mail** newsletter that **links**  
subscribers to new content at the **site**;

\* The "Managed Care Question of the Month" -- an online survey that allows  
managed care and other healthcare executives to voice their opinions on "hot  
topics";

\* A Search Engine -- designed to allow **users** to locate information and navigate  
the site with greater ease;

\* A "What's New" section -- featuring new **products** and **services** offered by  
MCIC;

\* Links to **product** descriptions and online order forms at MCIC's online  
bookstore, [www.healthresourcesonline.com](http://www.healthresourcesonline.com); and

\* [ManagedCareMarketplace.com](http://ManagedCareMarketplace.com) -- an online catalogue of vendors and suppliers  
that offer **products** and **services** to managed care and other healthcare companies.

"We're honored to have received this recognition and look forward to  
further improving the services offered at...

44/3,K/16 (Item 1 from file: 624)  
DIALOG(R)File 624:  
McGraw-Hill Publications  
(c) 2009 McGraw-Hill Co. Inc. All rights  
reserved.

01044700

`CLICKS AND MORTAR' AT GAP.COM: The clothing chain's  
stores and Web site work together to push up sales at both  
By Louise Lee in San Mateo, Calif.

Business Week, Number 3651, Pg 150  
October 18, 1999  
JOURNAL CODE: BW  
SECTION HEADING: Marketing: RETAILING ISSN: 0007-7135  
WORD COUNT: 1,159

TEXT:

...it began offering apparel for sale.

To make up for lost time, Gap is turning to some tried-and-true methods to convert walk-in **shoppers** to cybershoppers. In July, Gap held an in-store drive to get **customers** to submit their e-mail addresses. To spur **shoppers** to sign up, Gap offered 10% off and free shipping on their first online **purchase**. That effort doubled the size of Gap's e-mail database, now a key way for the retail giant to directly reach its **customers**. Gap's **weekly e-mails** plug specific merchandise and include **links** directly to apparel on Gap's Web **site**.

``EASIER AND EASIER.'' Once online, Gap customers have access to virtually everything available in Gap stores--and then some. Items range from a tank top...

44/3,K/17 (Item 1 from file: 9)  
DIALOG(R)File 9: Business  
& Industry(R)  
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02837221  
Supplier Number: 25947832 (USE FORMAT 7 OR 9  
FOR FULLTEXT)  
Make It A Veeper  
( Anheuser-Busch is  
offering software from Pulse on its Bud Light web site )

Information Week , p 14

September 23, 2002  
Document Type: Journal  
ISSN: 8750-6874 ( United States )  
Language:  
English Record Type: Fulltext  
Word Count:  
148

TEXT:  
...it launched last week. An area on its Bud Light site now lets visitors upload digital photos of people and scripts to go with them.

**Software** from a company called Pulse turns each photo into a character whose facial parts and expressions sync up with the script. The **user** helps out by showing the **software** where features such as lips and eyes are located on the photo. The **site** also lets Joe Sixpack **automatically E-mail** his buddies a **link** to his "veeper," short for "virtual personality." Says Pulse director of communications Garth Chouteau, "This technology is doing what animators and modelers took days, if..."

44/3,K/18 (Item 2 from file: 9)  
DIALOG(R)File 9: Business  
& Industry(R)  
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02515879

Supplier Number: 24910715 (USE FORMAT 7 OR 9  
FOR FULLTEXT)

GOING for the GOLD

( IBM's strategy of

building its electronic customer relationship management and sales strategy from  
the top down and now to mid-sized customers is discussed )

Direct , v 13 , n 9 , p 37

July 2001

Document Type: Journal

ISSN: 1046-4174 ( United States )

Language:

English Record Type: Fulltext

Word Count:

655 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...customers. "Ninety percent of the contacts in the database have been  
talked to within the last 12 months," says Flack.

To stay in touch with **customers**--as well as to cross-sell and upsell  
them--IBM uses targeted **e-mails** whose frequency can range  
from **weekly** to **quarterly**. A typical **e-mail**  
offers a **link** to the customized Web **site** and updates on new  
**products** of interest.

IBM supplements its e-mails with offline direct mail fliers and postcards  
that typically send recipients back to a Web site. But 95...

44/3,K/19 (Item 3 from file: 9)  
DIALOG(R)File 9: Business  
& Industry(R)  
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02288354

Supplier Number: 25845746 (USE FORMAT 7 OR 9  
FOR FULLTEXT)

Pass It On

( One of the keys to

successful viral marketing is to make the message easy to pass on; among related  
services, Backflip and Clickability gives visitors to their sites the ability to  
save links in Web-based bookmark file )

Industry Standard , v 3 , n 38 ,



p 206+

September 25, 2000

**Document Type:**

Journal **ISSN:** 1098-9196 ( United States )

**Language:** English **Record Type:** Fulltext

**Word**

**Count:** 1287 (USE FORMAT 7 OR 9 FOR  
**FULLTEXT**)

**TEXT:**

...sites are looking into recommendation technology. Recommend-It, Gazooba and FireDrop have created products that enable recommendations in various ways.

Recommend-It's free recommendation **service** is one of the most widely used, currently in place at more than 90,000 sites. The Recommend-it **service** is essentially a bit of customized code Webmasters place on their sites. That code generates a Recommend-It **link**. Users who find a **site** they like can **click** on the Recommend-It **link**, input **e-mail** addresses and **automatically** send messages to friends letting them know about the site. As an added incentive, people who use Recommend-It are generally entered in a prize...

44/3,K/20 (Item 4 from file: 9)

DIALOG(R)File 9: Business

& Industry(R)

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01777965

Supplier Number: 24557844

**News**

**& Filtering: NetBrief**

( InGenius Technologies offering NetBrief service  
automatic Web page monitoring service )

Online Magazine , v 23 , n 2 , p

10

March 1999

**Document Type:** Journal; News

Brief **ISSN:** 0146-5422 ( United States )

**Language:**

English **Record Type:** Fulltext

**Word Count:**

118

**TEXT:**

NetBrief is a customized **service** from InGenius Technologies, Inc. that automatically monitors, extracts, and reports relevant text changes in Web pages and sites based on individual **user** priorities. The **service** begins with an in-depth interview with an IGT analyst to identify target topics, keywords, sites, and pages. Conclusions are tested

for accuracy and effectiveness, and an IGT analyst is assigned to each NetBrief account to ensure optimum performance and use. **Users** can control the amount of text viewed, and results can be received **daily** or **weekly** by **email**, fax, or via a private Web **site**, with live **links** to changed **pages** embedded in **emailed** results. Subscriptions begin at \$495/month, with additional monitoring and analysis features included. (616/3819889; <http://www.ingetech.com>)

44/3,K/21 (Item 5 from file: 9)  
DIALOG(R)File 9: Business  
& Industry(R)  
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00945757  
Supplier Number: 23492266 (USE FORMAT 7 OR 9  
FOR FULLTEXT)  
**Microsoft finds answer to Notes**  
(  
**Microsoft Corp expects many of the 9 mil corporate users of its MS-Mail e-mail to migrate to Exchange Server** )

Multimedia  
Business Analyst , n 13 , p 2  
April 17, 1996

**Document Type:** Newsletter **ISSN:** 1357-0080  
( United Kingdom )  
**Language:** English **Record Type:**  
Fulltext  
**Word Count:** 161

**TEXT:**  
...organisations and allows networked PC users to work collaboratively and access corporate information systems.

With its Windows NT client-server operating system, Internet Information Server **software** and Exchange Server, Microsoft is bidding to become a key player in the corporate computing market, which has been dominated by vendors such as IBM and Lotus (acquired by IBM last summer), Novell and Digital **Equipment**. Exchange Server enables **users** to set up internal bulletin boards, arrange meetings using its group-**scheduling** feature and send **e-mail** containing **links** to **pages** on the Web. However, Notes offers more sophisticated collaborative working tools, analysts say. For example, when many people work on a document, Notes can automatically...

44/3,K/25 (Item 3 from file: 636)  
DIALOG(R)File 636: Gale  
Group Newsletter DB(TM)  
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reserved.

04823429      **Supplier Number:**  
66522087 **(USE FORMAT 7 FOR FULLTEXT)**

**Filling Out eForms on the Web.**

Law Office Technology Review , v 9 ,  
n 10-1 , p NA  
Oct 25 , 2000

**Language:** English      **Record Type:** Fulltext

**Document Type:** Newsletter ; Trade

**Word Count:**

1516

-

...spreadsheet) in some other program, then exporting the data to the new database file.

(A Mini ASP) In a way, eOmniForm makes ScanSoft an Application **Service** Provider. The company stores both the data collection form and data on its own Website until the form developer downloads it, in bulk, to his own computer. The \$150 **purchase** price includes the right to publish and display five different forms at a time on the Web for one year. (The same five will cost...

...the Web and upload another, at no additional cost. A single form can have no more than 10,000 records at a time, but the **user** can easily zero out the online database, and collect another 10,000 records, again, at no additional charge. If you have your own Website, you don't really need the eOmniForm **service**, although it is convenient. If you don't have your own Website, or don't want to use it for data collection, just e-mail the URL to the person who has data **form** you; he "**clicks**" on the **e-mail** and is **automatically** connected to your **form**.

(Things We'd Like To See) This version is 4.01, but it is really a very new product with lots of growing to do...

44/3,K/26 (Item 1 from file: 16)  
DIALOG(R)File 16: Gale  
Group PROMT(R)  
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08979936

**Supplier Number:** 78055485 **(USE**  
**FORMAT 7 FOR FULLTEXT)**

**TAKE THE ELECTRONIC PLUNGE:**

**ELECTRONIC O&MS BEAT PAPER HANDS DOWN.** (Document leads users to data via **hyperlinks**)

Consulting Specifying Engineer  
, v 30 , n 2 , p 13  
August , 2001

**Language:** English      **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:**

1733

-

...maintenance information in a more useful manner, they can provide a useful tool for keeping communication lines open between the owner and the supplier. Major **equipment** manufacturers and contractors have their own web sites and use e-mail. In addition to the traditional requirement that contact names, addresses and phone numbers...

...of the O&Ms, the suppliers' web sites and e-mail addresses can be incorporated into the interactive O&M. In other words, clicking a **link** takes the user directly to the manufacturer's web **site**.

**Clicking an e-mail address automatically** accesses the computer's **e-mail software** with the appropriate e-mail address entered.

Maintenance personnel could e-mail a copy of the operation manual, parts list or schematic directly to the...

44/3,K/33 (Item 1 from file: 725)  
DIALOG(R)File 725:  
(Cleveland)Plain Dealer  
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11626054 (USE FORMAT 7 OR 9 FOR  
FULLTEXT)

**Yahoo e-mail: How to connect**

Chris Seper; Credits, Plain Dealer Technology  
Reporter  
Plain Dealer (Cleveland) ,  
Final ED , p E2  
MONDAY , May 06, 2002

**Language:** ENGLISH  
**Record Type:**  
FULLTEXT **Section Heading:** Business  
**Word Count:**  
567  
(USE FORMAT 7 OR 9 FOR  
FULLTEXT)

**Text:**

A: Your computer is using automatic settings to access an e-mail program within your **machine**. You need to go into your computer's Internet settings and tell your PC to automatically think Yahoo when you

**click** on a Web **site's e-mail link**.

Windows-based machines will automatically seek out an **e-mail** program to send a message, most likely Outlook Express, when users **click** on a Web **site's e-mail link**. This program is known as your "default" e-mail client. Generally speaking, there are two ways to manage e-mail on a desktop computer. You...

## **V. Additional Resources Searched**

LexisNexis: See attached files.